

# **ChargePoint Assure**

ChargePoint Assure® offers comprehensive monitoring, maintenance, support, and hassle-free issue resolution

With Assure, ChargePoint takes responsibility for safeguarding your charger by providing remote support, proactive monitoring, and coordination of on-site repairs by expert support specialists

### Stay on top of operations with proactive monitoring

- + Find out about problems before your drivers do with remote monitoring
- + Enjoy 98% annual uptime, including downtime caused by hardware-related outages
- + Keep your stations up and running with proactive troubleshooting and dispatch
- + Call us for expert support 24 hours a day, 7 days per week

#### Count on us with a one business day response time

- + We respond to all issues within one business day, and parts are typically shipped 3-5 business days after
- + ChargePoint certified technicians will be on-site to repair your station within one business day of receiving any required parts
- + Fix problems with on-site labor that ChargePoint dispatches and manages

### Rest easy with the industry's leading parts and labor warranty

- + We offer the EV charging industry's first and most comprehensive warranty for parts and on-site labor
- + We include labor and travel coverage to repair issues that often aren't covered under warranty, such as vandalism and accidents

### Get a glimpse into driver behavior with robust reporting

- + See how stations are being used in an easy-to-read format with monthly summaries
- + Prove success and make improvements with quarterly reports on station utilization, performance, energy usage and environmental impact
- + Compare your station use with organizations like yours

## Requirements

Installation quality affects the long-term reliability and availability of EV charging stations, so we require that stations covered by Assure are installed in accordance with our specifications published on ChargePoint University.

Choose one of the following ways to install your station and activate Assure:

- 1. Complete station installation with an authorized installer that is certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier (note: ChargePoint installation certification is obtained via ChargePoint University).
- 2. Complete station installation by purchasing Installation from ChargePoint.

ChargePoint DC stations must be commissioned by a ChargePoint Authorized Commissioning Partner. Commissioning is performed after the station is installed, and includes assessments (e.g., confirmation of cellular and local network coverage), energization of the station, and completion of any required configuration and pinpointing steps.

## **Comparison**

	Standard Warranty	Assure
Availability	2 years included with all stations installed by an installer that is certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier <sup>(1)</sup>	Available for up to 5 years. Stations must be installed and validated by an installer that is certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier <sup>(1)</sup>
24x7 Technical Support	Included	Included
Proactive Monitoring	Not Included	Included
Parts cost coverage	Included and parts ship to customer	Included and part delivery to service partner coordinated by a ChargePoint technical support engineer
Labor cost coverage	Not included: station owners must pay for labor separately	Included and coordinated by a ChargePoint technical support engineer. Labor cost coverage also included for damage caused by vandalism and accidents
Service Levels	Not Included	Response 1 business day after receipt On-site 1 business day after part delivery 98% annual uptime

<sup>(1)</sup> Installations performed by someone that is not certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier are not covered under warranty

<sup>(2)</sup> For more information on Standard Warranty and Assure Terms & Conditions visit <u>www.chargepoint.com/legal/support-services</u>

## **Ordering Information**

Description	Order Code
Assure for CT4000 Family	CT4000-ASSUREn <sup>(2)</sup>
Assure for CP6000 Family	CP6000-ASSURE-n <sup>(2)</sup>
	CPE250-ASSURE-n <sup>(2)</sup>
	EXPP-BLOCK-ASSURE-n <sup>(2)</sup>
Account for Forences Foreity	EXPP-PL1000-SINGLE-ASSURE-n <sup>(2)</sup>
Assure for Express Family	EXPP-PL1000-DUAL-ASSURE-n <sup>(2)</sup>
	EXPP-PL2000-SINGLE-ASSURE-n <sup>(2)</sup>
	EXPP-PL2000-DUAL-ASSURE-n <sup>(2)</sup>
Assure for CPF Family	CPF-ASSUREn <sup>(2)</sup>

<sup>(2)</sup> Substitute n for desired years of service (1, 2, 3, 4 or 5 years)

## **Companion Services**

Description	Order Code
Onboarding, Configuration and Provisioning	CPSUPPORT-ACTIVE
Installation for AC products	CPF-INSTALL-COMMISSIONING CT4000-INSTALL-COMMISSIONING
	CP6000-INSTALL-COMMISSIONING
	CPE250-COMMISSIONING
	CPE250-PAIRED-COMMISSIONING
Commissioning for Express Family	EXPP-PL1000-COMMISSIONING
,	EXPP-PL2000-COMMISSIONING
	EXPP-BLOCK-COMMISSIONING
	CPE250-INSTALL-COMMISSIONING
	CPE250-PAIRED-INSTALL-COMMISSIONING
Installation for Express Family	EXPP-PL1000-INSTALL-COMMISSIONING
	EXPP-PL2000-INSTALL-COMMISSIONING
	EXPP-BLOCK-INSTALL-COMMISSIONING

# -chargepoin+

ChargePoint, Inc.
240 East Hacienda Avenue
Campbell, CA 95008-6617 USA
+1.408.841.4500 or
+1.877.370.3802 US and Canada toll-free
chargepoint.com

Contact Us
Visit chargepoint.com
Call +1.408.705.1992
Email sales@chargepoint.com

Copyright © 2024 ChargePoint, Inc. All rights reserved. CHARGEPOINT is a U.S. registered trademark/service mark, and an EU registered logo mark of ChargePoint, Inc. All other products or services mentioned are the trademarks, service marks, registered trademarks, or registered service marks of their respective owners.